#1: Responding to Volunteer Inquiries

a. All Program Administrators are asked to respond to volunteer inquiries as quickly as possible, with **1-3 business days** as the ideal timeline to capture a volunteer’s engagement. We require all programs to first respond through the database with the email volunteer button in order to track program responsiveness. Once you have emailed the volunteer, their direct contact information will appear in your volunteer history.

b. Programs also have the ability to **directly reach out** to all volunteer inquiries by accessing their complete volunteer histories in their program accounts. It is listed in the [Program Administrator manual](#) on page 4. You have access to the volunteer history in your program’s account, and this has a complete history of every inquiry with phone numbers and email contacts. We do not require a phone number, so not all may have them, but we do require an email to inquire.

c. [Here](#) is a link to a short video explaining how to find this information. On [https://www.mentoring.org/MC](https://www.mentoring.org/MC), navigate down to the Resources section. Click on the Programs tab, then select “Watch Video Training - Tracking Follow Up”.

d. If an inquiry is not responded to, a reminder email will be sent out after 10 days, prompting you to log into the database to respond to all inquiries. Your program may also receive a reminder email from the Mentoring Connector National Administrator during routine audits of unresponsive programs.

e. Program Administrators are first notified of an inquiry through emails. However, sometimes these emails can end up in the Spam box. Adding **connector@mentoring.org** to your list of contacts will help prevent this. If you have any concerns that you are not receiving these emails, please reach out to **connector@mentoring.org** for technical support.
#2: Confirming Mentor Match When It Occurs

a. When a volunteer mentor from the Connector has been matched with a mentee, please mark the date of this match on the Connector. For detailed instructions on how to mark a match, please refer to this one pager on matching. Not every inquiry may result in a match. However, we request that you do not delete any inquiries, as MENTOR uses that data to improve our database.

b. How to unmark a match – if you have clicked the match button by accident, please unmark the match by clicking the “No longer matched” button by the volunteer’s name. You can access the volunteer history tab in your program’s account in the gray dashboard.

#3: Updating Program Information Annually

a. Please update your program’s account annually if any changes are needed such as address change, staff transitions for either the Program Administrator or Volunteer Coordinator. If a new Program Administrator will be brought on board, update the account information under Your Contact Info to update that user account. See page 9 of the Program Administrator’s Manual on how to do this.

b. Please make sure the new staff is aware of this guidelines sheet in addition to the Mentoring Connector resources webpage. They can also reach out to connector@mentoring.org for any questions.